

DECISION MEMORANDUM

**TO: COMMISSIONER KJELLANDER
COMMISSIONER RAPER
COMMISSIONER ANDERSON
COMMISSION SECRETARY
COMMISSION STAFF
LEGAL**

**FROM: JOHN R. HAMMOND JR.
DEPUTY ATTORNEY GENERAL**

DATE: NOVEMBER 15, 2021

**SUBJECT: FORMAL COMPLAINT OF NICOLE BURBANK AGAINST ROCKY
MOUNTAIN UTILITY COMPANY, INC.; CASE NO. ROC-W-21-01**

On June 1, 2021, Nicole Burbank, filed a formal complaint (“Complaint”) against Rocky Mountain Utility Company, Inc. (“Company”) alleging that she has never contracted with the Company for water utility service and that the Company is committing fraud and extortion through its billing practices. Ms. Burbank submitted additional information to the Commission about the Complaint on July 28, 2021 and August 23, 2021.

Before filing the Complaint Ms. Burbank registered an informal complaint with the Idaho Public Utilities Commission’s consumer assistance staff (“Staff”) about the Company. Staff could not informally resolve the dispute between Ms. Burbank and the Company.

On September 27, 2021, the Commission issued a Summons requiring the Company to answer the allegations of the Complaint and to address additional questions raised by the Commission in the Summons. The Company filed a response (“Response”) on November 1, 2021, but did not serve this pleading on Ms. Burbank.

The Summons provided that Staff and Ms. Burbank would have 14 days from the filing of the Response to file any reply comments.

STAFF RECOMMENDATION

Staff has learned that the Company did not serve its Response to the Complaint and Summons on Ms. Burbank until at the earliest on November 10, 2021. As a result, Staff recommends that the Commission provide Staff and Ms. Burbank an additional 14 days from November 16, 2021, to file any reply comments to the Company’s Response.

COMMISSION DECISION

Does the Commission wish to provide Staff and Ms. Burbank an additional 14 days from November 16, 2021, to file any reply comments to the Company's Response?



John R. Hammond Jr.
Deputy Attorney General

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